

I am writing this letter to inform you of my correspondence with Qwest Communications about a large charge that appeared on the phone bill. I believe that it would be best to review the history of the phone line up to the time that the issue started in order of occurrence.

August 2001:

I called Qwest to initiate a basic local phone line after checking to see if there would be any other company that could be used. At the time I mentioned that I had a roommate who also would be using the phone line. According to information that I was informed of during my conversations with Qwest, that same month the name on the phone line was switched from my name to that of my roommate and long distance was added to the account. I had no knowledge of any of these changes and was never questioned about this; I was later to hear on numerous times that the policy at Qwest requires the current person in charge of the phone line to authorize such a change.

May 2002:

The roommate that I had previously moved out of the residence. At this time there have been no long distance charges showing up on any phone bill. I contacted Qwest shortly after this time in order to have the name corrected on the phone bill and at this time was informed the first time that this would not be possible without my former roommate calling Qwest for this to be done.

August 2002:

A phone bill due August 28, 2002 for \$1,893.11 was received. These charges are from the dates of April 24, 2002 until July 9, 2002 and appear to all be instate charges. I contacted Qwest about this phone bill immediately and the run around that I have been receiving started. The origin of these charges was never certain.

Needless to say I have been in constant contact with Qwest Communications for over half a year now and have received no answers. According to what Qwest has record of there have been numerous calls from Qwest to the phone line in question (even some with names of people who have not lived at this address during the time frame that the phone line has been active) when in fact all the correspondences have been calls from either my current roommate or myself with the exception of one or two messages left on the answering machine saying nothing except to call Qwest. During this time I have been given nothing more than a run around and have on numerous occasions been informed that I was contacted and payment arrangements were made. From the pieces of information I have been given the charge was from McLead USA, that the charge was for a business line at the same phone number, that there were crossed lines, the charges are simple long distance charges from Qwest, and the circle is back to attempting to pass the blame to McLead USA. I have contacted McLead USA and was informed that they have no record of either the phone number or myself. One of the agents at Qwest even advised for me to take my former roommate to court over the amount in question. If nothing else I would like information on what is happening with this residential phone line so that corrective action can be taken.

